



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



November 29, 2021

[REDACTED]
Lake Mills, WI [REDACTED]

NEF-109 ela
Ref. No. 11440191

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Cadillac SRX vehicle. The Wisconsin Bureau of Consumer Protection forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. NHTSA has received reports similar to yours and is reviewing all available data concerning allegations of reduced visibility in MY 2010 through MY 2016 Cadillac SRX vehicles equipped with halogen headlamps. While we continue to review this issue, no investigation has been opened nor determinations reached at this time. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

While researching your problem we identified an open recall on your vehicle, NHTSA Safety Recall Campaign No. 21V-473 (enclosed). The recall involves replacement of an adjustable suspension toe link with a non-adjustable one. We encourage you to contact your local dealer to schedule an appointment to have the recall remedy completed as soon as possible.

We encourage you to continue to work with General Motors (GM) and your dealer to explore an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. In addition, you may consider contacting the Federal Trade Commission (FTC), which has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll-free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 3GYFNBE35ES [REDACTED]

Year: 2014 Make: Cadillac Model: SRX

Number of Open Recalls: 1

NHTSA Recall Number: [21V473](#)

Recall Date: June 24, 2021

Manufacturer Recall Number: N212340980

SUMMARY:

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2010 to 2016 model year Cadillac SRX and 2011 to 2012 Saab 9-4x vehicles. These vehicles may have received improper service requiring adjustment of a rear suspension toe link. In rare cases, dealers or independent repair shops may not have followed GM's published procedures for torquing the jam nut in the toe link adjusters to the proper specification. A loose toe link can cause the vehicle to sway or wander at highway speeds or allow water or other corrosive elements to enter the threads within the adjuster. If a toe link is improperly adjusted, corrosion combined with vehicle motion may eventually cause the threads within the link to wear and loosen. In very rare cases with continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

SAFETY RISK:

If a toe link is improperly adjusted, corrosion combined with vehicle motion may eventually cause the threads within the link to wear and loosen. In very rare cases with continued use, the link could separate. Separation while the vehicle is being driven increases the risk of a crash.

REMEDY:

Dealers will replace the adjustable toe link with a design that prevents adjustment.

RECALL STATUS: Recall INCOMPLETE**MANUFACTURER NOTES:**

Visit manufacturer website at <https://my.gm.com/recalls> for more information. For GM Canada Company visit website at <https://gmrecallcentre.ca>

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Nov 15, 2021

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to August 20, 1999. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here: 3GYFNBE35ES [REDACTED]

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